Customer Service Report for ASB
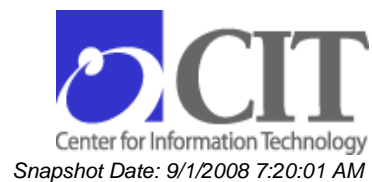
For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

CIT
Center for Information Technology

Snapshot Date: 9/1/2008 7:20:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Password Reset	1	0	0	0	0	1	0	0	0	0	0
Application Support											
COTS-Other/Recommend	1	0	0	0	0	0	0	0	1	0	5
OS/NOS/Troubleshoot	0	1	0	0	0	0	0	1	0	0	16
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	3	0	2	0	0	1	0	0
Colocation-ON	0	2	0	3	0	3	0	0	0	2	0
Oracle	0	0	0	1	0	0	0	0	1	0	0
Other	1	1	0	11	0	7	0	0	6	0	0
Unix	0	0	0	1	0	1	0	0	0	0	0
CIT Categories											
Web Dev/New Proj	1	0	0	0	0	1	0	0	0	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	38
NIHnet											
Network Sec-Firewall	0	1	0	0	0	0	1	0	0	0	0
Server Support-DNS	1	0	0	0	0	0	0	0	1	0	3
OS/390											
Printer/VPS	0	0	0	17	0	2	0	0	15	0	0
Programming	0	1	0	0	0	1	0	0	0	0	0
Security											
Sanitize	0	2	0	0	0	0	0	2	0	0	184
Grand Total:	**7**	**8**	**0**	**36**	**0**	**19**	**1**	**3**	**26**	**2**	**9**

Total Tickets Closed: 31

Total Tickets Assigned/Pending/Checked Out: 20

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Customer Service Report for ASB

For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Total Tickets Created: **51**